

COMMUNICATIONS SUPERVISOR
(Competitive Class)

DISTINGUISHING FEATURES OF THE CLASS

This class encompasses a responsible supervisory position in the Communications Division of the fire department, the primary duties of which include the supervision of dispatching activities performed by subordinate employees on an assigned shift, and the management of day to day operations of the Communications Division. The Communications Supervisor reviews the work of subordinates to insure that dispatching operations are performed in accordance with established departmental procedures. The incumbent of this class assigns work schedules, ensuring proper staffing levels of the assigned shift. The Communications Supervisor receives only general instructions from the Chief of Fire Prevention, and performs independently in most areas. The Communications Supervisor reports to and has work reviewed by the Chief of Fire Prevention.

EXAMPLES OF WORK

Examples listed below are illustrative only. They are not intended to include all duties which may be assigned, neither are they intended to exclude other duties which may be logical assignments to this class.

Supervises subordinate personnel, and manages the day to day operation of the Communications Division, including computer aided dispatching (CAD), on an assigned shift. Plans, organizes, assigns, and directs Communications Division operations with respect to personnel. Assigns work schedules, insuring proper staffing of the assigned shift. Evaluates the work, and discusses work performance with subordinate personnel. Counsels employees who may be experiencing work problems.

Trains subordinate personnel assigned to the Communications Division. Insures that subordinates receive necessary formal training. Provides "on-the-job" training. Provides assistance when needed by answering questions and providing technical support.

Handles complaints from the public concerning problems in the dispatching division and answers questions on department procedure when requested, or refers questions to designated authority. Coordinates the work of the department with related federal, state, and local agencies, releasing information and

giving assistance when needed.

Supervises the proper recording of shift activities through records, logs, forms, and reports. Enters information into computer database, using appropriate codes and signals. Develops and/or revises forms to improve accuracy and efficiency in documentation. Personally completes records and writes reports as assigned. Writes letters in answer to written or oral requests addressed to the Communications Division or needed to handle problems or to address other needs of the Communications Division.

Supervises the dispatch functions of the Communications Division, including responding to emergency calls, securing information about the incident, determining the appropriate apparatus and personnel to be dispatched, and any other pertinent information. Notifies utilities, owners of buildings, or other persons, agencies or groups needed for assistance at the scene of emergency.

Supervises the general care, maintenance, and use of departmental communications equipment. Tests equipment such as fire telephones, alarms, recording devices, radio systems, pagers, and emergency power supply. Provides for the repair of malfunctioning equipment according to department procedures.

Performs any related duties assigned.

QUALIFICATION REQUIREMENTS

Unless otherwise specified, all requirements listed below must be met by the filing deadline for application for admission to the examination.

Must meet all requirements of the Municipal Fire and Police Civil Service Law, including being a citizen of the United States and of legal age.

After offer of promotion, but before beginning work in this class, must pass a physical examination, the selection and administration of which shall be authorized by the Appointing Authority, designed to demonstrate good health and physical fitness sufficient to perform the essential duties of the position, with or without accommodation.

Must have a high school diploma or a valid certificate of equivalency issued by a state department of education.

Must possess a valid driver's license.

Must have at least two (2) years of experience operating fire communications equipment in the fire communications office of a full-time paid fire department.